

Listing of Claims:

1. (Currently Amended) A technical support system comprising:

a service information portal section which provides web pages as ~~an~~ information input and output ~~interface~~ interfaces;

5 a knowledge base section which stores various claim reports and solutions ~~answered by engineers with respect to~~ which correspond to the claim reports and which are provided by at least one engineer; and

10 a claim handling section which registers in said knowledge base section a new claim report in which at least a claim title is structured as a combination of predetermined items of definition information based on the basis of a claim content input ~~to~~ via a client web page, and which manages the registered new claim report as an unsolved claim requiring an answer from
15 ~~the~~ an engineer;

wherein the claim handling section ~~is configured to determine~~ determines an engineer who is to take charge of a supporting task for preparing a solution to the new claim report, from among a plurality of engineers of a division-in-charge of
20 preparing the solution to the new claim report based on ranks of importance of supporting tasks already assigned to the engineers of ~~a~~ the division-in-charge, and based on progress states of the supporting tasks.

2. (Currently Amended) The technical support system according to claim 1, wherein said claim handling section ~~includes~~ comprises:

a supporting task table which holds records of the
5 engineers, and each of the records is obtained as numeric value data by combining, with a predetermined weighting, the ~~ranks~~ rank of importance of a supporting ~~tasks~~ task assigned to the engineer before registration of the new claim report and the progress ~~states~~ state of the supporting ~~tasks~~ task; ~~with a~~
10 ~~predetermined weighting~~, and

a selecting section which ~~makes selection of~~ selects the ~~engineers~~ engineer who is to take charge of the supporting task for preparing the solution for the new claim report, by comparing the numeric value data of the records held in said supporting
15 task table.

3. (Currently Amended) The technical support system according to claim 2, wherein said claim handling section further ~~includes~~ comprises an engineer information table which holds records of the engineers including at least one ~~item selected~~
5 ~~from of~~: a schedule after the registration of the new claim report, a product designed as experience, ~~the~~ a number of years of experience, ~~the~~ a number of supporting tasks, a responsible unit, and a technical field, and

10 wherein said selecting section is configured to switch said supporting task table to said engineer information table upon an increase in ~~the~~ a number of newly-registered claim reports, and to ~~make selection of the engineers~~ select the engineer with reference to a content of said engineer information table.

4. (Currently Amended) The technical support system according to claim 1, wherein said claim handling section ~~further includes~~ comprises an assignment update section which selects ~~the~~ a next prospective engineer when assignment of the supporting task is not accepted by ~~the~~ a previously selected engineer.

5. (Currently Amended) A technical support method using a knowledge base section which stores various claim reports and related solutions, said method comprising:

5 ~~a step of~~ providing web pages as ~~an~~ information input and output ~~interface~~ interfaces;

10 ~~a step of~~ registering in said knowledge base section a new claim report in which at least a claim title is structured as a combination of predetermined items of definition information based on ~~the basis of a~~ claim content input ~~to~~ via a client web page, and managing the registered new claim report as an unsolved claim requiring an answer from ~~the~~ an engineer; and

~~a step of~~ determining an engineer who is to take charge of a supporting task for preparing a solution to the new claim report, from among a plurality of engineers of a division-in-charge of
15 preparing the solution to the new claim report based on ranks of importance of supporting tasks already assigned to the engineers of ~~a~~ the division-in-charge, and based on progress states of the supporting tasks.

6. (Currently Amended) The technical support method according to claim 5, wherein said engineer ~~determining step is configured to use~~ is determined by: (i) consulting a supporting task table which holds records of the engineers, each of said
5 records being obtained as numeric value data by combining, with a predetermined weighting, the ~~ranks~~ rank of importance of a supporting ~~tasks~~ task assigned to the engineer before registration of the new claim report and the progress ~~states~~ state of the supporting task, ~~tasks with a predetermined~~
10 ~~weighting, and to make selection of~~ and (ii) selecting the ~~engineers~~ engineer who is to take charge of the supporting task for preparing the solution for the new claim report, by comparing the numeric value data of the records held in said supporting task table.

7. (Currently Amended) The technical support method according to claim 6, wherein, upon an increase in a number of newly-registered claim reports, said engineer ~~determining step is configured to use~~ is determined by: (i) consulting, instead of
5 said supporting task table, an engineer information table which holds records of the engineers including at least one ~~item selected from~~ of: a schedule after the registration of the new claim report, a product designed as experience, ~~the~~ a number of years of experience, ~~the~~ a number of supporting tasks, a
10 responsible unit, and a technical field, ~~instead of said supporting task table upon increase in the number of newly-registered claim reports, and to make selection of the engineers and~~ (ii) selecting the engineer with reference to a content of said engineer information table.

8. (Currently Amended) The technical support method according to claim 5, ~~wherein said engineer determining step further configured to select the~~ comprising selecting a next prospective engineer when assignment of the supporting task is not accepted by ~~the~~ a previously selected engineer.

9. (Currently Amended) A recording medium having a program for a technical support system server recorded thereon that is

executable by a computer to cause the computer to function
as: ~~for a technical support system server including~~

5 a claim handling section which registers in a knowledge base
section a new claim report in which at least a claim title is
structured as a combination of predetermined items of definition
information based on ~~the basis of a~~ claim content input to via a
client web page, and which manages the registered new claim
10 report as an unsolved claim requiring an answer from ~~the~~
an engineer,

wherein said program ~~being is~~ executable ~~for causing by the~~
computer to cause said claim handling section to perform a
process of confirming ranks of importance of supporting tasks
15 already assigned to engineers of a division-in-charge of
preparing a solution to the new claim report, and of confirming
progress states of the supporting tasks, and determining an
engineer who is to take charge of a supporting task for preparing
~~a~~ the solution to the new claim report, from among the engineers
20 of the division-in-charge, based on the ranks of importance of
supporting tasks and the progress states of the supporting tasks.

10. (Currently Amended) The recording medium according to
claim 9, wherein ~~said program is configured such that~~ said claim
handling ~~section performs a process of using~~ determines the
engineer by: (i) consulting a supporting task table which holds

5 records of the engineers, and each of the records is obtained as
numeric value data by combining, with a predetermined weighting,
the ~~ranks~~ rank of importance of a supporting ~~tasks~~ task assigned
to the engineer before registration of the new claim report and
the progress ~~states~~ state of the supporting ~~tasks~~ task, ~~with a~~
10 ~~predetermined weighting, and making selection of the engineers~~
and (ii) selecting the engineer who is to take charge of the
supporting task for preparing the solution for the new claim
report, by comparing the numeric value data of the records held
in said supporting task table.

11. (Currently Amended) The recording medium according to
claim 10, wherein, upon an increase in a number of newly-
registered claim reports, ~~said program is configured such that~~
said claim handling ~~section performs a process of using~~
5 determines the engineer by: (i) consulting, instead of said
supporting task table, an engineer information table which holds
records of the engineers including at least one ~~item selected~~
~~from~~ of a schedule after the registration of the new claim
report, a product designed as experience, ~~the~~ a number of years
10 of experience, ~~the~~ a number of supporting tasks, a responsible
unit, and a technical field, ~~instead of said supporting task~~
~~table upon increase in the number of newly registered claim~~

~~reports, and making selection of the engineers and (ii) selecting~~
~~the engineer~~ with reference to a content of said engineer
15 information table.

12. (Currently Amended) The recording medium according to
claim 9, wherein said ~~program is configured such that said claim~~
handling section ~~performs a process of selecting the~~ selects
a next prospective engineer when assignment of the supporting
task is not accepted by ~~the~~ a previously selected engineer.